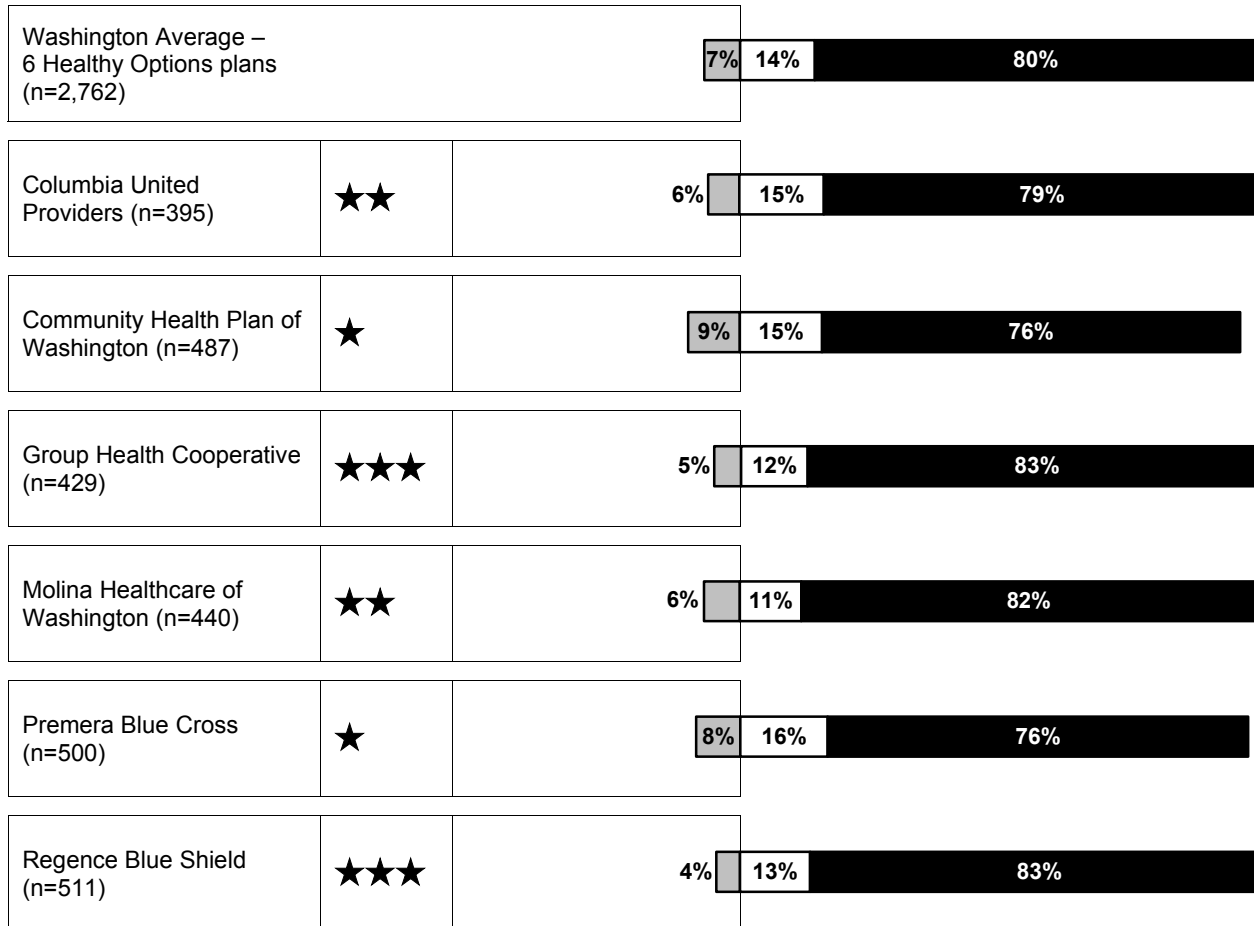


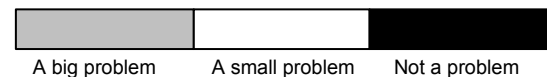
Healthy Options General Child Population CAHPS Questions Composite

Getting Needed Care

This chart summarizes the responses to survey questions 7, 16, 30, and 31 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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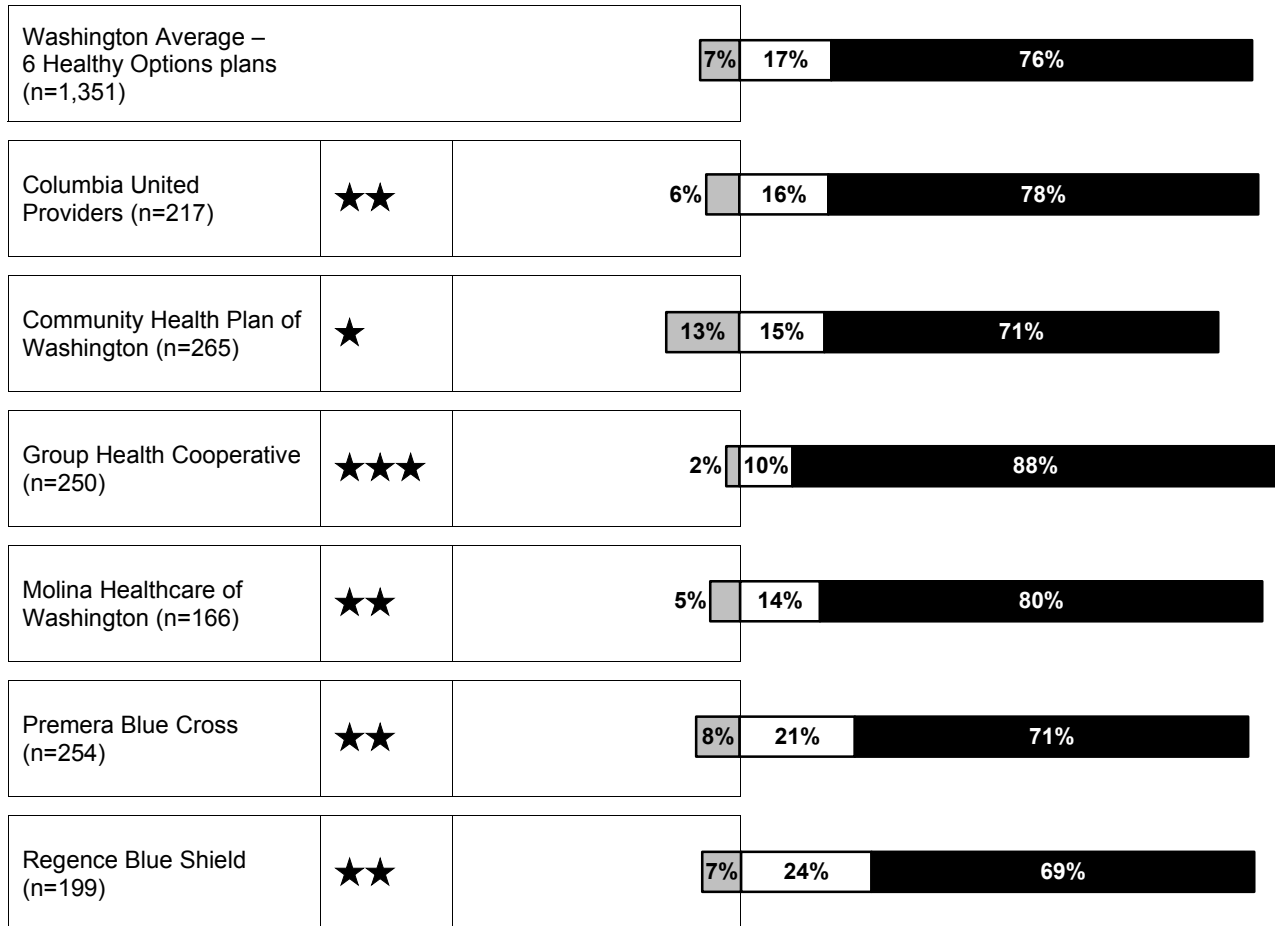
Healthy Options General Child Population

CAHPS Questions

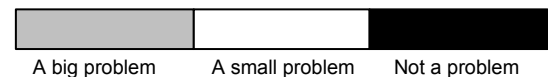
Question 7

Getting Needed Care

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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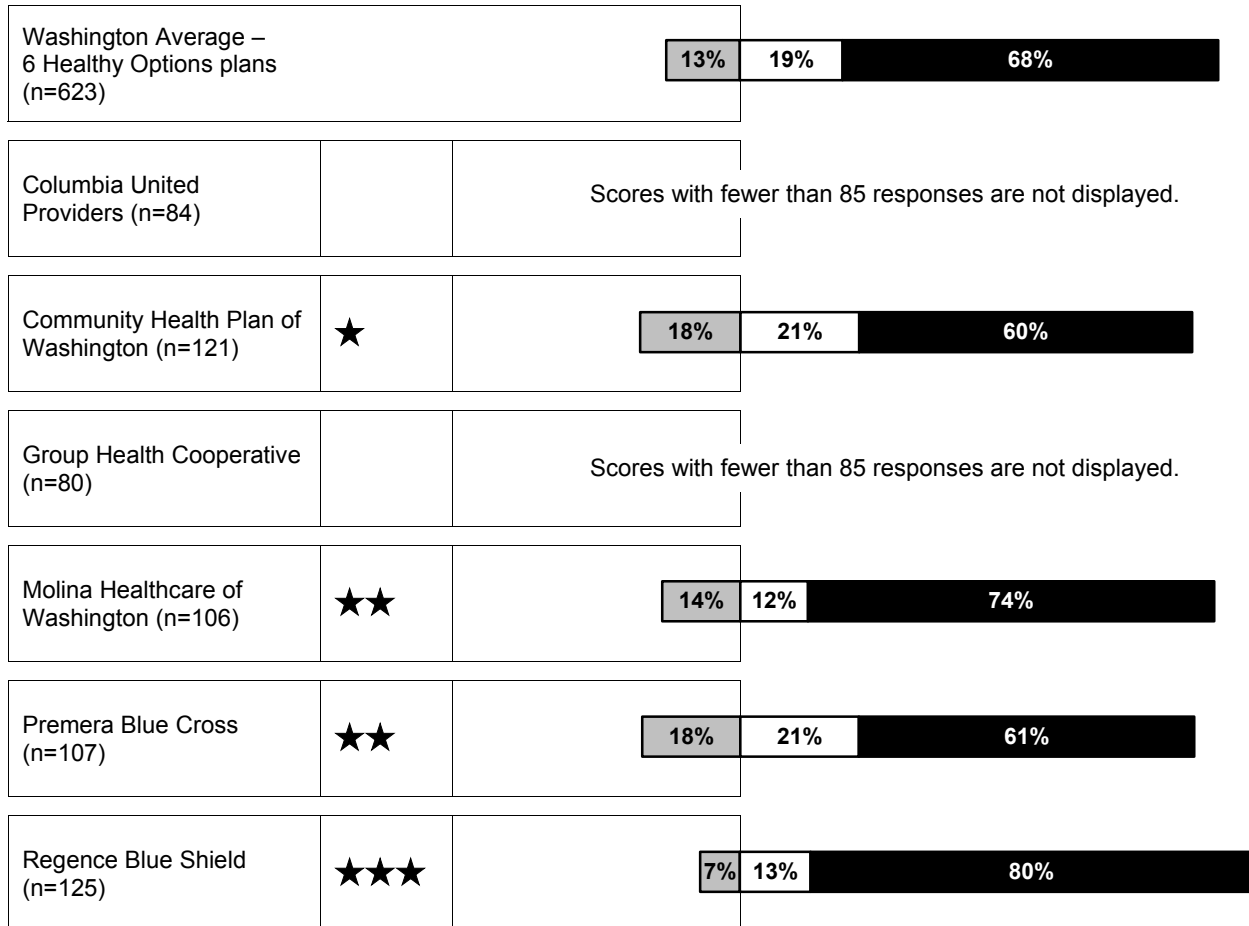
Healthy Options General Child Population

CAHPS Questions

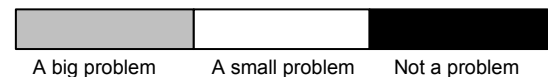
Question 16

Getting Needed Care

Q16. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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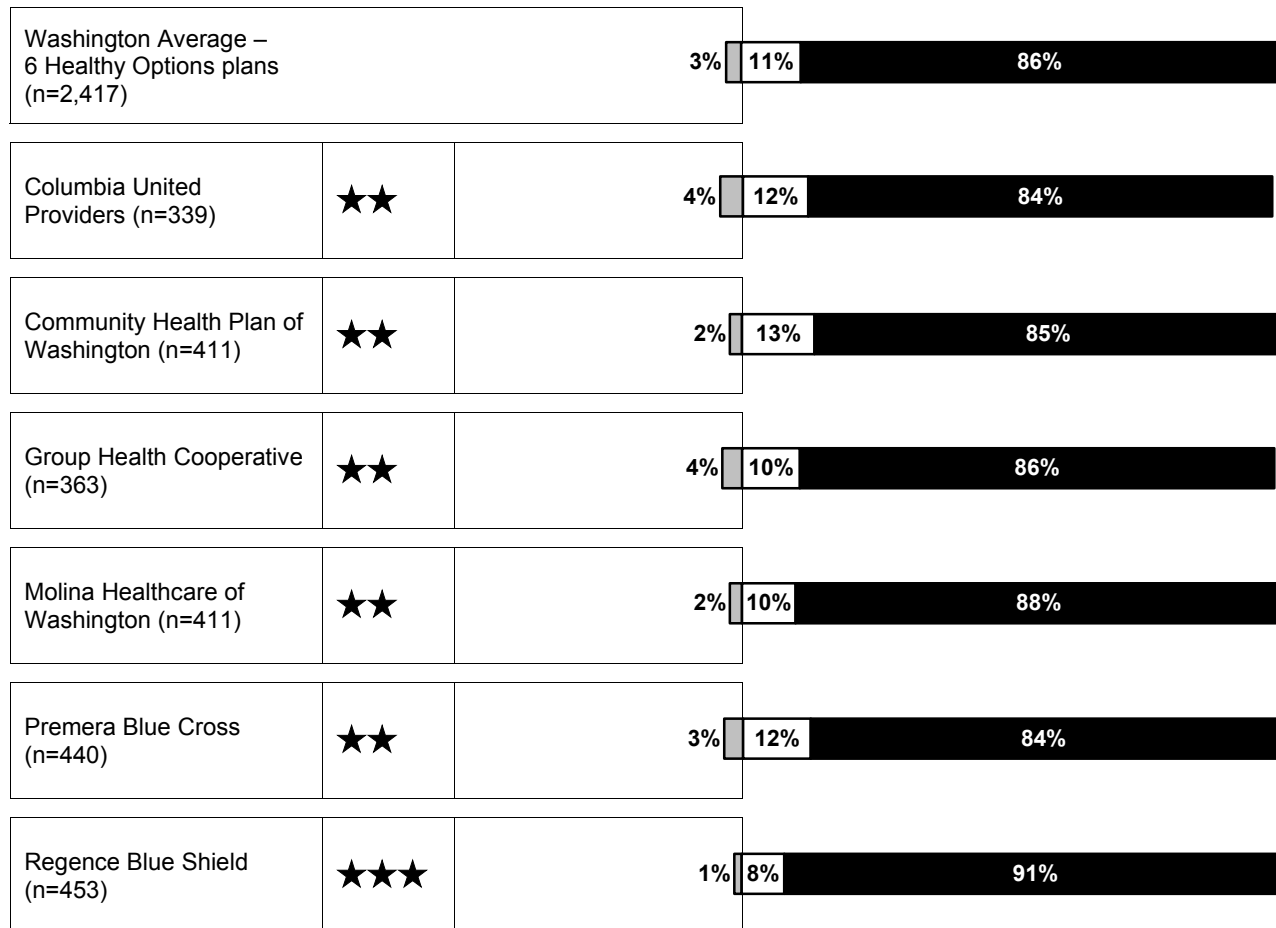
Healthy Options General Child Population

CAHPS Questions

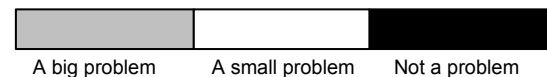
Question 30

Getting Needed Care

Q30. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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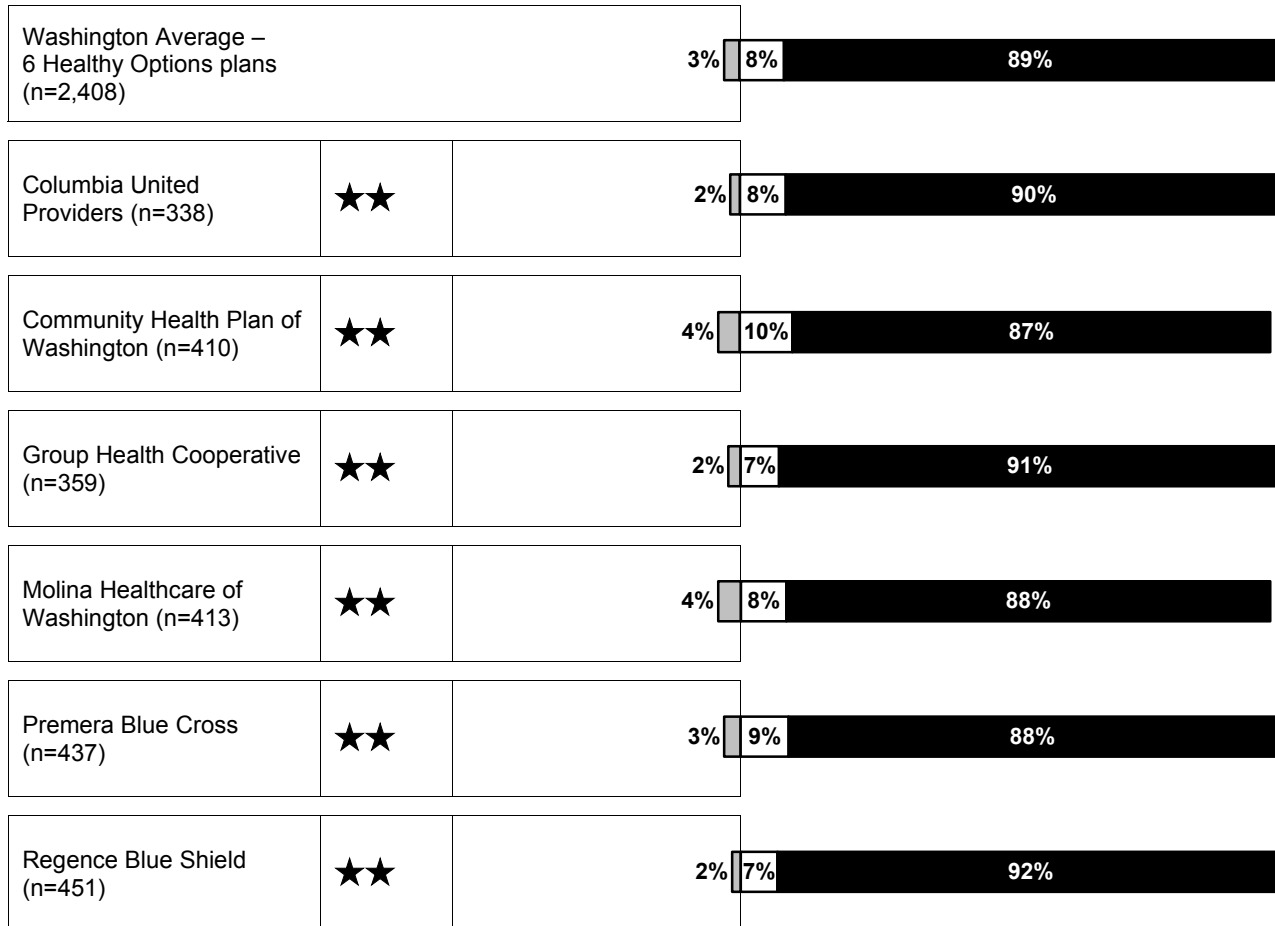
Healthy Options General Child Population

CAHPS Questions

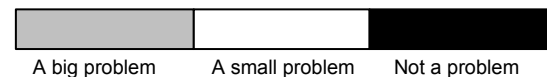
Question 31

Getting Needed Care

Q31. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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